

**GENERAL SUPPLY ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**SCHEDULE TITLE:** Multiple Award Schedule  
FSG: IT Services

**CONTRACT NUMBER:** GS-35F-243GA

**CONTRACT PERIOD:** 2/16/2017 – 2/15/2022

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov)

**CONTRACTOR:** I3T, LLC  
400 W Fry Boulevard, Suite 3  
Sierra Vista, Arizona 85365  
(877) 574-7355  
[www.i3tllc.com](http://www.i3tllc.com)

**CONTRACTOR'S ADMINISTRATION SOURCE:** I3T, LLC  
400 W Fry Boulevard, Suite 3  
Sierra Vista, Arizona 85365  
(877) 574-7355  
[www.i3tllc.com](http://www.i3tllc.com)

**BUSINESS SIZE:** Small Disadvantaged Business, Veteran Owned Small Business,  
Service Disabled Veteran Owned Small Business (SDVOSB), Women Owned Business

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<b>SIN</b>	<b>DESCRIPTION</b>
54151S	Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING
ANCILLARY	Ancillary Supplies and Services
OLM	Order Level Materials

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**  
(Government net price based on a unit of one)

<u>SIN</u>	<u>MODEL</u>	<u>PRICE</u>
54151S	Service Desk Specialist - Associate	\$34.62

**1c. HOURLY RATES:** See below

**2. MAXIMUM ORDER\*:** SIN 54151S \$500,000  
SIN ANCILLARY, OLM: \$250,000

\*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER:** \$500.

4. **GEOGRAPHIC COVERAGE:** Domestic, 50 states, Washington, DC, Puerto Rico, US Territories and to a CONUS port or consolidation point for orders received from overseas activities
5. **POINT(S) OF PRODUCTION:** Sierra Vista, AZ
6. **DISCOUNT FROM LIST PRICES:** 1% from the accepted pricelist. For calculation of the GSA Schedule price (price paid by customers ordering from the GSA Schedule, and the price to be loaded in to GSA Advantage), the contractor should deduct the appropriate basic discount from the list price and add the prevailing IFF rate to the negotiated discounted price (Net GSA price). Current IFF rate is 0.75%.
7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net 30
- 9.a **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**
- 9.b **Government Purchase Cards are accepted above the micro-purchase threshold.**
10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
- |                     |                          |
|---------------------|--------------------------|
| SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
| 54151S              | 30 Days                  |
- 11b. **EXPEDITED DELIVERY:** Contact Contractor's Representative
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact the Contractor for rates.
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** DESTINATION
- 13a. **ORDERING ADDRESS:** I3T, LLC  
400 W Fry Boulevard, Suite 3  
Sierra Vista, Arizona 85365  
(877) 574-7355  
[www.i3tllc.com](http://www.i3tllc.com)
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. **PAYMENT ADDRESS:**
15. **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.
16. **EXPORT PACKING CHARGES:** Not applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level)
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A
21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A
22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A
23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):
- 24b. Section 508 Compliance for EIT: N/A
25. DUNS NUMBER: 078616797
26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Registered in SAM database.



Our team has over 30 years of developing and delivering solutions and services to the federal government. We offer a broad range of information technology services to meet our customer's needs with diverse and successful information technology (IT) experience and in-depth knowledge of the full IT life cycle; from strategy, analysis, to design; build, test, and deployment; to operate and enhance.

**I3T IS A SERVICE DISABLED VETERAN OWNED & WOMAN OWNED SMALL BUSINESS.**

## GSA PRICING

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	PRICE OFFERED TO GSA (including IFF)
54151S	Desktop Support Specialist - Senior	Hour	\$56.28
54151S	Desktop Support Specialist - Intermediate	Hour	\$43.56
54151S	Desktop Support Specialist - Associate	Hour	\$35.63
54151S	Data Architect	Hour	\$105.46
54151S	Systems Administrator	Hour	\$53.77
54151S	Service Desk Specialist - Intermediate	Hour	\$40.99
54151S	Service Desk Specialist - Associate	Hour	\$34.62
54151S	Network Administrator	Hour	\$65.04
54151S	Project Manager	Hour	\$90.50
54151S	Project Coordinator	Hour	\$69.38
54151S	Operations Support Analyst	Hour	\$39.28
54151S	Technical Writer	Hour	\$44.14
54151S	Software Developer	Hour	\$82.06
54151S	Training Specialist	Hour	\$43.11
54151S	Business Systems Analyst	Hour	\$67.29
54151S	Quality Assurance Specialist	Hour	\$49.76

54151S	Functional Area Expert - Communications / Architectures	Hour	\$78.75
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## LABOR CATEGORIES

### Desktop Support Specialist - Senior

Provides a single point of contact for end users to receive support and maintenance within the organization's desktop and mobile computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment to ensure optimal workstation performance. Troubleshoots problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required. Responsible for overall personal computer activity. Establishes and implements end-user device policies, procedures and standards, and ensures their conformance with information systems goals and procedures. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management. Maintains currency in new developments and technology. Provides for the training of department staff and end users. Directs setup and maintenance of library and materials for end user reference and reviews department staff. Ensures that security procedures are implemented and enforced. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services.

High School/GED

3+ years

### Desktop Support Specialist - Intermediate

Provides a single point of contact for end users to receive support and maintenance within the organization's desktop and mobile computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment to ensure optimal workstation performance. Troubleshoots problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required. Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a Desktop Support Specialist - Lead.

High School/GED

2+ years

### Desktop Support Specialist - Associate

Provides a single point of contact for end users to receive support and maintenance within the organization's desktop and mobile computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment to ensure optimal workstation performance. Troubleshoots problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required. Under direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares progress reports for all work performed. Receives work direction from supervisor on work priorities and daily assignments. Frequently reports to a Desktop Support Specialist - Lead.

High School/GED

1+ years

### Data Architect

Serves as the lead technical resource in the strategic oversight and planning of data models and database structural design and development. Oversees the strategic structural design and development of databases and metadata. Develops data and metadata policies and procedures for structural design and development to build, maintain and leverage the data model, ensuring integration with corporate data standards. Plans new designs for integration into database structure, using knowledge of the characteristics of the systems being added to the structure and the specifications for database interfaces to ensure effective integration and optimal database performance. Provides extensive technical, strategic advice and guidance of the highest level to senior managers and technical resources in the creation and implementation of new data standards and databases. Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Bachelor's  
8+ years

#### Systems Administrator

Systems administration encompasses network and server administration. The Systems Administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

High School/GED  
4+ years

#### Service Desk Specialist - Intermediate

Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, applications, mobile devices, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, applications, mobile devices, and operating systems. Under general supervision, provides second-tier support to end-users for PC, laptop, mobile, server, desktop applications, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.

High School/GED  
1+ years

#### Service Desk Specialist - Associate

Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, applications, mobile devices, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, applications, mobile devices, and operating systems. Under direct supervision, provides support to end-users for PC, laptop, applications, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level.

High School/GED  
1+ years

#### Network Administrator

Network administration encompasses network and server administration. The Network Administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers. Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security.

Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems.

Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a Senior Network Administrator.

High School/GED

4+ years

### Project Manager

Frequently reporting to a Program Manager plans, directs, coordinates activities against contract and customer requirements. May also serve as the primary point responsibility to the Contractor's Contract Manager, and is the Contractor's authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Is be responsible for the overall contract performance against cost, schedule, and scope. Responsible for the personnel and technical management of all tasks. Ensure that the full range of corporate resources is available and made available to perform the required tasks. Provide to the COR frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high-quality and acceptable task completion and deliverables from contract personnel in compliance with contract requirements. Responsible for the delivery of services to the customers. Performs day-to-day management of the activity, task, or program, and develops long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the activity, project, or program. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to staff, single point of contact for projects. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of government leads, program managers, and teams that support the execution of requirements, support, and services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g., status reports to Government, order information, open issues). Works in a team environment. Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of stakeholder and vendor tasks and tracks and reviews stakeholder and vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Bachelor's

8+ years

### Project Coordinator

Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.

Associate's

4+ years

### Operations Support Analyst

Provides operational and technical guidance for directing and monitoring business, functional, and/or systems operations. Implements application, business rules, service, and/or system modifications to increase effectiveness and/or efficiency of the business or system under monitoring. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance. Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing business/system logic difficulties and documentation as necessary.

High School/GED

2+ years

### Technical Writer

Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the subject matter expert, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be

responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position.

Associate's

4+ years

#### Software Developer

Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with software and resolve them.

Bachelor's

4+ years

#### Training Specialist

Plans and coordinates the training and documentation for a new/changed operation and/or service. Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs for both technical and non-technical personnel. Trains personnel by conducting formal classroom courses, workshops, seminars and/or computer based/computer aided training. Assesses, designs and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Under general supervision, organizes and conducts moderately complex training and educational programs for information systems, operations, or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of live, virtual, and constructive modes of training.

Associate's

4+ years

#### Business Systems Analyst

Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software, operational compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with organizational guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of systems analysis activities, but requires instruction and guidance in other phases.

Bachelor's

4+ years

#### Quality Assurance Specialist

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures within the organization. Develops and executes test plans in order to identify problems and their causes. Establishes and maintains a process for evaluating operations, system, hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle. Provides development of project Quality Assurance Plans and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's deliverables are being implemented relative to the defined process and recommends methods to optimize organizational processes. Under general supervision, carries out procedures to ensure that all operations, systems, products, and services meet minimum organization standards and end-user requirements. Thoroughly tests systems and/or software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Associate's

2+ years

#### Functional Area Expert - Communications / Architectures

Engineering and architecture requirements design, development, and documentation of communications and transport architectures within the IT culture. Provides expert-level technical advise to support strategic development of next-generation IT systems. Develops capabilities for subterranean, terrestrial, airborne, space, and underwater communications and data transport layers in the IT environment.

Bachelors Degree

5 Years

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## **TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

***\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### **2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### **3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.



b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

#### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

#### **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

#### **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

#### **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

**14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

**15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.